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Unified Communications

Mobile Unified Communications

Unified Communications

Increased productivity through communications convergence



E-mail/
Calendaring



Instant
Messaging



Unified Inbox & Presence

Software Powered
VoIP



Audio, Video
& Web
Conferencing



Streamline
Communications
Between People and
Organizations



Increase
Operational Efficiency
& Flexibility



Amplify IT
Visibility and Control



Provide an
Interoperable and
Extensible Platform
Now and for Your
Future

Understanding user needs

- **Mobility isn't just about mobile phones – mobile users use a combination of devices and tools**
- **Consistent experience across PC, web and mobile phone is important**
- **Our solutions need to work seamlessly regardless of where the user is – in the office and on the road**



“Hallway Warrior”

- Mid-level, focused on **internal** communications. Spend 40% or more of time in meetings within their campus, travel occasionally
- **Sample roles:** team manager, IT admin/support*, legal, finance
- **Usage context:** desk, hallways, meeting rooms



“Regional Warrior”

- Mid-level, focused on **external** customers and communications. Spend 40% or more of their time traveling locally or regionally.
- **Sample roles:** sales rep, field engineer, consultant, project manager
- **Usage contexts:** home office, car, public transport, customer site, hotel, desk



“Global Warrior”

- Executive-level decision-makers, focused on both internal and external communications. Frequently travel internationally.
- **Sample roles:** director, partner, vice-president, division manager
- **Usage contexts:** desk, airport, plane, taxi, trade show, hotel

Vision: Elevate mobile devices to become first-class participants in UC system



No single definition for FMC

Scenarios

- Ability to use business phone number on the mobile phone
- Access to the full corporate telephone system capabilities from the mobile phone
- Mobile phone augments or replaces the desk phone, providing users a Single Device

Single Number Reach

- Single business number and virtual work line on mobile
- Outbound calls from mobile phone use work number identity
- Inbound calls to work number routed to mobile
- Enterprise call control on the mobile device
- Single voice mailbox

Voice over WiFi (VoWiFi)

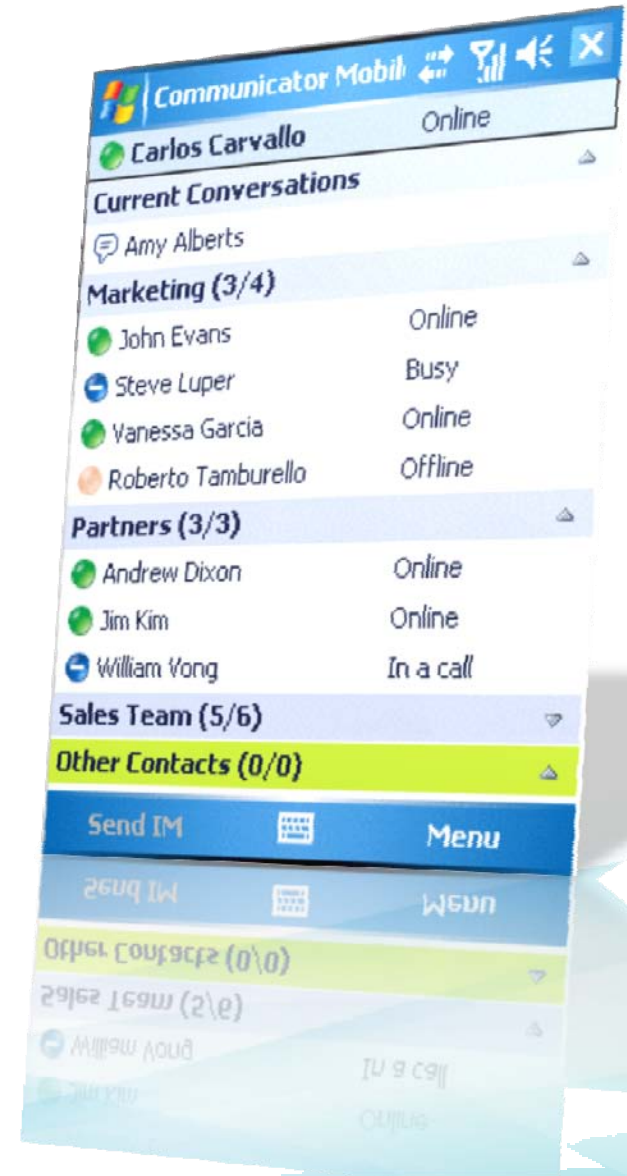
- Solves indoor coverage issues
- Requires dual mode handsets
- Need battery power & QoS
- Call handover between WiFi and Cellular
- Need WiFi infrastructure capable of handling voice data
- Enterprise ROI not clear at this time

Femto / Pico Cells

- Solvers indoor coverage issues
- Similar to a “miniature” cell tower
- Does not need a dual mode device
- Signal travels to MO via fixed line broadband
- Femto for small space (apartment); Pico for larger space (~30K sf)
- Technology still maturing

Mobile Client Requirements

- Similar User Experience across clients, optimized for the small form factor
- Virtual Work line on the mobile phone – Single Number reach
- Enhanced Presence enabled communications – Mobile presence state
- Search the enterprise GAL while on the move
- IM with coworkers, partners, and friends/family
- Across multiple devices and platforms



Industry Challenges

- **Delivering an E2E solution** - Integration between the carrier, enterprise infrastructure and device software
- **Technology still evolving** - VoWi-Fi is not as prevalent or resilient as people would like to think; Device platforms and carrier infrastructure not quite ready for FMC
- **Performance on the mobile device** - Presence is expensive; Battery is still a challenge
- **Creating seamless user experiences** – End user choice is key; Complete work with life solution
- **The splintered mobile platform landscape** - Supporting multiple platforms with variability in platform capabilities